

# MoDOT PERFORMANCE HIGHLIGHTS

## SAFETY ...

**4.5% **  
**MORE**  
ROADWAY FATALITIES  
THAN LAST YEAR

**33% **  
**FEWER**  
EMPLOYEE-RECORDABLE  
INCIDENTS

  
**88%**  
SEAT BELT USE  
IN 2021

## SERVICE ...

  
**73%**  
CUSTOMERS  
SATISFIED  
WITH MODOT  
**CUSTOMER  
SERVICE**

  
**6.6%**  
INCREASE IN  
SOCIAL MEDIA  
FOLLOWERS

  
RUSH  
HOUR  
TRAVEL TIMES  
KC:  2.4%  
SL:  -2.5%

  
**97%**  
PROJECTS  
COMPLETED  
**ON TIME**

## STABILITY ...

  
**20.6%**  
EMPLOYEE  
TURNOVER  
PROJECTED FOR FY22

  
**90.6%**  
MAJOR  
HIGHWAYS  
**IN GOOD  
CONDITION**

**837**   
**BRIDGES**  
**IN POOR  
CONDITION**